2012 - CIVICALL CUSTOMER SERVICE LIAISON

NATURE OF WORK

Performs specialized public contact work assisting with the coordination and supervision of a centralized customer service Civicall unit within the City. Work involves performing and coordinating the work of employees responding to citizens/customer inquiries, ensuring the successful resolution of citizen/customer complaints.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Monitors and maintains all Civicall documentation including the Standard Operating Procedures, telephone scripting, and Advisor information.

Prepares statistical reports for upper management and various City departments on a daily, weekly and monthly basis.

Designs, develops, implements and maintains Procedures and Policy Manual for Civicall.

Supervises and coordinates proper follow-up activity for the resolution of complaints.

Organizes, designs, supervises and performs specialized research and other projects as requested.

Resolves the more complex and difficult inquiries.

Prepares and/or ensures the preparation of correspondence in response to citizen/customer inquiries.

Maintains contact with various agencies, media and neighborhood associations.

Develops, and organizes continuing education and training of City-wide Civicall staff.

Conducts research in response to citizen/customer inquiries.

Supervises and trains subordinate clerical personnel.

Maintains confidential, personnel, and related files.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the organization, function and methods of operation of the City's departments.

General knowledge of public management theories, practices, principles and techniques.

Considerable knowledge of research techniques, statistical analysis and reporting.

General knowledge of sources and availability of current information needed for a variety of research assignments.

Knowledge of Miami Beach streets, landmarks, and geographic information.

Knowledge and experience working with Civicall software and telephone system.

Ability to analyze a variety of administrative problems and to make sound recommendations and procedures for their resolution.

Ability to coordinate and maintain effective working relationship with the Information Technology department in the timely resolution of computer generated problems, installation of software upgrades and the implementation of new or modified policies and procedures as they relate to Civicall

software and telephone systems.
Ability to effectively supervise and train a group of subordinate employees.
Ability to deal effectively with difficult situations.
Ability to establish and maintain effective working relationships with all levels of management and City staff, elected officials, and the general public.
Ability to communicate effectively, both orally and in writing.

MINIMUM REQUIREMENTS

At least two (2) years customers service experience including at least six (6) months supervisory experience. Excellent oral and written communication skills. **DESIRES:** Graduation from an accredited college or university with a Bachelor=s degree in Public/Business Administration, or related field.   Bi-Lingual (English and Spanish).

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with management, other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling.

SUPERVISION RECEIVED

Work is performed under general supervision of the Civicall Director.

SUPERVISION EXERCISED

Directs subordinate employees in screening and responding to citizen/customer inquiries.

2/00

2012 - CIVICALL CUSTOMER SERVICE LIAISON